



JUNE 2013 EXAMINATION

DATE: 3 JUNE 2013

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

(WH-77)

ADMINISTRATIVE MANAGEMENT

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

<u>SECTION A:</u>	CONSISTS OF: (i) 10 MULTIPLE-CHOICE QUESTIONS (ii) 5 TRUE OR FALSE QUESTIONS (iii) 10 MATCHING-STATEMENT QUESTIONS ANSWER <u>ALL</u> THE QUESTIONS	(10 MARKS) (10 MARKS) (10 MARKS)
<u>SECTION B:</u>	CONSISTS OF 2 SHORT QUESTIONS ANSWER BOTH QUESTIONS	(15 MARKS)
<u>SECTION C:</u>	CONSISTS OF 3 LONG ANSWER QUESTIONS ANSWER <u>ALL</u> THE QUESTIONS	(35 MARKS)
<u>SECTION D:</u>	CONSISTS OF 2 INTERPRETATIVE QUESTIONS ANSWER <u>ONE</u> OF THE QUESTIONS	(20 MARKS)

INSTRUCTIONS:

1. Read the following instructions *carefully* before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers *exactly* as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall *after* the examination has taken place.

SECTION A**(30 MARKS)****ANSWER ALL THE QUESTIONS****(i) MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Which one of the following contains useful information but does not have a particular advantage to the organisation e.g. notices of a meeting?
 - (a) dispensable records
 - (b) essential records
 - (c) important records
 - (d) useful records

2. Which one of the following is so important to the organisation that it cannot function without them e.g. legal documents?
 - (a) dispensable records
 - (b) essential records
 - (c) useful records
 - (d) important records

3. Which one of the following is made by a member of a meeting for discussion at the meeting?
 - (a) a counter proposal
 - (b) a motion
 - (c) an amendment
 - (d) an addendum

4. A situation where there is an equal number of votes for and against a proposal is called:
 - (a) a casting vote.
 - (b) a consensus.
 - (c) a decision.
 - (d) a deadlock.

5. The filing system is arranged strictly according to the alphabet is known as:
 - (a) the numerical system.
 - (b) the duplex-alphabetical system.
 - (c) the alphabetical system.
 - (d) the alphanumerical system.

6. The type of communication that refers to messages sent from managers to employees is called:
- (a) the horizontal communication channel.
 - (b) the upward communication channel.
 - (c) the informal communication channel.
 - (d) the downward communication channel.
7. For effective business report writing, the writer should avoid:
- (a) emotional expressions.
 - (b) good language use and tenses.
 - (c) objective reporting.
 - (d) concise and clear reporting.
8. The suggested period for the retention of salary adjustment schedules, industrial training records and tax receipts is:
- (a) one year.
 - (b) five years.
 - (c) seven years.
 - (d) ten years.
9. Which one of the following is a list of matters to be discussed at a meeting?
- (a) a constitution
 - (b) a motion
 - (c) an agenda
 - (d) the minutes
10. The minimum number of members that must be present to declare a meeting valid is called:
- (a) proxy.
 - (b) consensus.
 - (c) quorum.
 - (d) addendum.

[10]

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are true or false. Motivate all your answers.

1. The administrative manager is responsible for ensuring that the administrative activities run smoothly and contribute to the effective management of the organisation.
2. The administrative function does not generate income for the organisation.
3. A system is a series of subsystems consisting of interrelated procedures that help to achieve a well-defined goal.

ADMINISTRATIVE MANAGEMENT

4. In the numerical filing system, the letters of the alphabet are taken into consideration.
5. A channel is the means by which a message travels from a source to a recipient.

[5 × 2 = 10]

(iii) MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

Column A	Column B
1. non-verbal communication	(a) adjournment
2. electronic communication	(b) precedent
3. declaration that a meeting is closed before all the topics on the agenda have been covered	(c) customer relationship management
4. a situation in which those attending the meeting have reached agreement	(d) unity of command
5. a similar incident in the past used as a basis for future decisions	(e) to-do-list
6. an older system that has become central to the business operations and may still be capable of meeting the business needs	(f) web-site, internet
7. the entire process of maximising the value proposition to the customer through interaction	(g) body language
8. a technique used to assist you in completing your task for the day in the most productive manner	(h) quality control
9. a subordinate should report to only one manager	(i) consensus
10. the accuracy with which work is done	(j) legacy system

[10]

[30]

SECTION B: SHORT QUESTIONS

(15 MARKS)

ANSWER BOTH QUESTIONS

QUESTION 1

Discuss how the following aspects influence the flow of information:

- (a) structure and culture (5)
- (b) people (5) [10]

QUESTION 2

Name five duties of a secretary during the meeting. [5]

[15]

SECTION C: LONG ANSWER QUESTIONS

(35 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

The record management sub-process entails the management of the record cycle. Name and describe the five steps in the record cycle.

[10]

QUESTION 2

Identify the responsibilities of the administrative manager.

[10]

QUESTION 3

Give the guidelines for effective communication.

[15]

[35]

SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

You are required to develop a quality control programme for your department. Identify and explain the four main steps for developing a control system in order to reach your department's objectives.

[20]

OR

QUESTION 2

You are the administrative manager of a department in your organisation. You are required to do the planning in order to determine the objectives for the department.

- (a) List the steps in the planning process. (10)
- (b) Give five different types of objectives. (5)
- (c) Identify the requirements for the objectives (in order to be of value). (5) [20]

[20]

Section A: 30 marks
Section B: 15 marks
Section C: 35 marks
Section D: 20 marks
TOTAL: 100 MARKS